

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (H1) C&I Web Site

TA No:	212-Rev3		
Task Area Monitor:		Alternate Task Area Monitor:	None
NASA POC:	None	Software Control Class:	Low Control
Type of Task:	Recurring Task		

2. **BACKGROUND**

LaRC Creativity & Innovation Initiative is the Center's only program aimed at supporting high-risk, high-payoff research. Competition held annually to award funding/resources to principal investigators who submit proposals via this web site that are technically creative, innovative, and offer a high potential for new business at the Center.

3. **OBJECTIVE**

Task is to provide for C&I web site enhancements and revisions.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:

Provide support for enhancements, changes, and maintenance to the existing C&I website.

Maintenance of Software Developed By or For LaRC:

Maintenance for this application will be defined by a Service Level Agreement (SLA) supported by ConITS.

Exceptions and Additional Requirements:

ConITS may suggest alternate methods to meet website requirements.

General IT Support Services Performance Metrics

Performance Standard: Response to requests for help is given within Four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Any of the requirements of this subsection are not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: Archiving schedules are met and data and systems are ready to restore databases on short notice.

Performance Metrics:

Exceeds: Archiving schedules are done as described in the archive schedule. Data is restored within 4 business hours. Data restored is 100% accurate and available to the customer. Semi-annually disaster recovery tests are held and initiated by the Contractor and confirm readiness for disaster recovery.

Meets: Archiving schedules are met. Data is restored within 6 business hours. Data restored is 100% accurate and available to the customer. Annual disaster recovery tests are held and initiated by the Contractor and confirm readiness for disaster recovery.

Fails: Archiving schedules are not adhered to as described. Data is restored after 8 business hours. Data restored is less than 100% accurate and available to the customer. Data is not available to the customer. No disaster recovery schedules are held or TAM/Alternate TAM must direct disaster recovery tests to be completed.

Performance Standard: The systems to which these services apply are kept up to date with minimum disruption in capability due to upgrades. Minimum disruption is defined as an inoperable server for more than six (6) business hours.

Performance Metrics:

Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted. Databases and systems are restored within 3 business hours of disruption.

Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions. Databases and systems are restored within 6 business hours of disruption.

Fails: Any of the requirements of this section are not satisfied. Databases and systems are restored more than 6 business hours after disruption.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

Regular review meetings will be scheduled between the Contractor and the customer.

11. PERIOD OF PERFORMANCE

This TA is effective from 03/20/06 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding last submitted on 06/11/2009.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.